Welcome

Your membership in the Patterson EagleSoft Service Club provides accessibility to additional benefits and services we’ve designed to help your practice grow. To assist you in getting familiar with our club benefits, please review the information below.

Client ID: ____________________ Name: ______________________________________

Procedures:

1. Contact the Client Services Department at 1-800-475-5036.

2. Provide client ID, your name, your practice name, and a brief description of your situation/concern/question.

3. If an error has occurred, write down the error message. Please attempt to leave the message on your screen until we return your call.

4. If your question relates to a specific workstation of the computer system, be prepared to go to that workstation when we return your call.

5. Patterson EagleSoft will return your call in the order that it was received.

6. On average, the Patterson Technology Center strives to return your call within 30 minutes. Please note that on average, Tuesdays and end-of-period times are busier and call back time may vary.

Tips:

> Store your Patterson EagleSoft CD and license disk in a safe and readily accessible location.

> Make regular backups. To ensure you are making a ‘good’ backup, confirm the database engine is shutdown prior to making a backup and have your hardware provider verify the backup on a regular basis. Refer to the Patterson Dental.com User’s Guide as to the proper files to backup.

> Calls from Service Club members will receive priority status.

> Non-Service Club members will be charged a 15 minute increment rate for the services rendered. We require a credit card number before we take the call.
Doctor SmileGood
Find answers to your questions with this 24/7 technical support tool. Search our solution database, eMail questions directly to our client services department and even check the status of your question. Simply visit our website at www.eaglesoft.net and click on Doctor SmileGood. You may also access Doctor SmileGood from EagleSoft’s Online center. Just select World Wide Web Links, then Doctor SmileGood.

eBusiness
We all know that eBusiness services save your office time and money, but did you also know that eStatements and eClaims are a completely reliable and traceable method of transmitting claims and statements? Now receive instant, up-to-the-minute information about patient insurance claim status and eligibility. Call your eBusiness representative at 800.294.8504 for more information.

eCheckup
eCheckup is a web-based program that allows you to compare your practice against other practices in your region and across the nation. Examine your progress to the average in key areas. Track your practice from month to month and watch your practice grow. Track your production by doctor and hygienist, as well as your overhead, broken down by categories. Access eCheckup from any PC connected to the Internet.

eMail
Choose from a variety of options to submit questions to our client services department via eMail:
- eMail your questions directly to support@eaglesoft.net.
- Visit our website at www.eaglesoft.net.
- Go to our Online Center within EagleSoft.

eService
EagleSoft eService is a customer authorized, internet based technical support service enabling you to easily provide pertinent system information. No more guesswork.
- **System Snapshot**: Identify system specifications, running programs, memory and more, in a report that can be sent electronically to EagleSoft Client Services Department.
- **The Compliance Checker**: Easily identify non-compliant hardware and system settings.
- **EagleSoft Remote**: This diagnostic tool allows EagleSoft Client Services the ability to work directly with your computer system, pinpointing concerns.

Service Club
Your annual membership entitles you to many benefits: eService, product updates, unlimited phone assistance, a subscription to our bi-monthly newsletter "Connections," 24/7 Technical Support with Doctor SmileGood, discounted Continuing Training Course registration fees, and most importantly, peace of mind. Our client services department is open Monday through Thursday, 7 a.m. to 7 p.m. and Friday 7 a.m. to 6 p.m., Central Standard Time.

Training
With years of experience in the dental marketplace, our Patterson Certified Technology Instructors consistently meet and exceed the expectations of our customers. We offer many types of ongoing, comprehensive training.

Continuing Training Courses (CTCs): In addition to traditional in-office training, we also offer one-day CTCs in cities throughout the United States. These courses are designed to fine-tune office members’ knowledge of EagleSoft. These courses allow you to earn CE credits while you learn.
- **Practice Management Fundamentals - CTC**: Refresh your knowledge of EagleSoft in all areas of your front office needs. (Prerequisite: personally used EagleSoft for three to six months.)
- **Practice Management Masters - CTC**: This course is designed for office members who have "mastered" the basics and are ready to advance to another level. (Prerequisite: personally used EagleSoft for at least six months.)
- **Clinical - CTC**: Learn more about working in a paperless environment. Discover how your clinical procedures can work seamlessly with front office data by using EagleSoft’s unique one patient record. (Prerequisite: personally used EagleSoft for at least three months.)

Learning Center: Brush up your existing skills or train new office staff with our interactive Learning Center disc, available for Practice Management.

Refresher Training: As you expand the capabilities of EagleSoft software, experience staff-turnover, or desire a review of our software, we suggest follow-up training. We are ready and willing to customize "refresher" training to meet your needs. Our instructors will contact you prior to your training session to discuss your expectations and goals.

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